

LINCOLN-LANCASTER COUNTY HEALTH DEPARTMENT REPORT

TO THE LINCOLN-LANCASTER COUNTY BOARD OF HEALTH

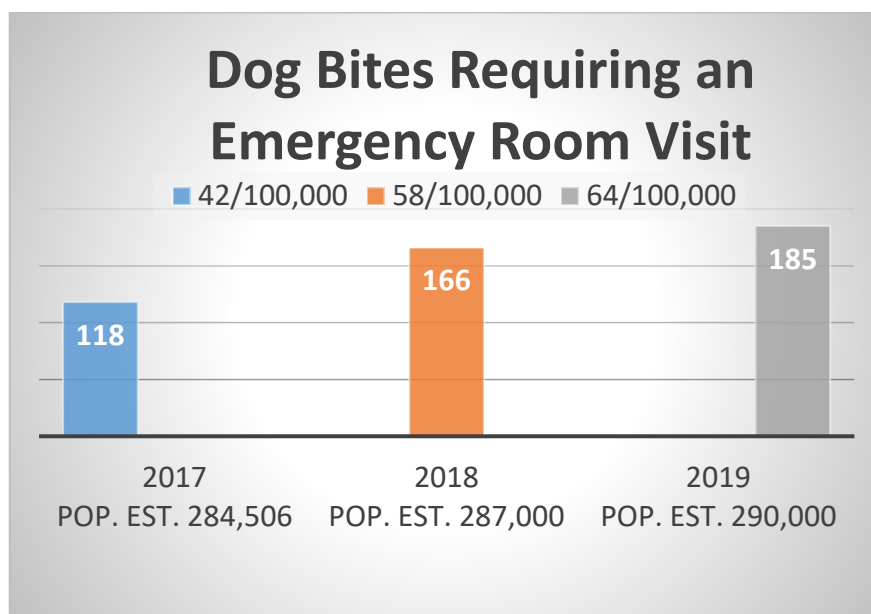
JANUARY 2020

ANIMAL CONTROL

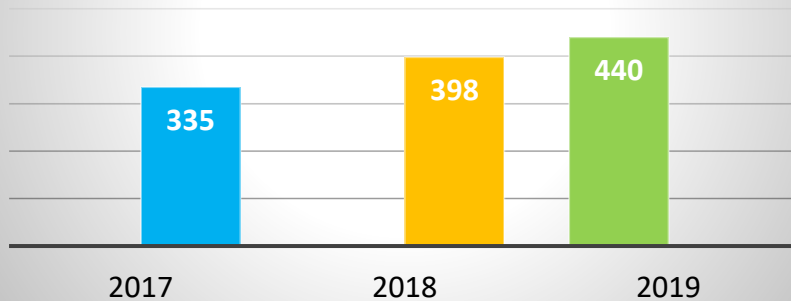
Animal Control staff have been analyzing call data regarding after hour calls vs. regular duty calls. We already know that the average length of response time for after hour calls is approximately 95 minutes per call and the average length for regular duty calls is 42 minutes. We also know that much of our work is seasonal in nature. For example, with bat calls, the numbers spike from July 1 -October 15. The goal is to determine where and if changes need to be made for officer schedules and how much overtime costs vs. staffing a night officer during all or certain months of the year.

Lincoln Animal Control responds to all types of animal bites in the City of Lincoln. Bites to humans are a priority public health concern and an important part of the Department's injury prevention efforts. Monitoring and tracking animal bites is now automated and reports can be generated at any time with several dashboard applications currently in place. One of the important measurements and an indicator we monitor is dog bites to humans. Our actual Indicator reads: *"Decrease the rate of humans injured by dog bites requiring an emergency room visit to less than 60 incidents per 100,00 population"*. This indicator is also part of the Mayor's LNKStat document.

The following graphs show that dog bites have steadily increased in the past three years. In 2019, we exceed the threshold of no more than 60 incidents per 100,000 people.



Total Number of Dog Bites to Humans by Calendar Year



Animal Control is working to increase pet owner responsibility. Bites are often the result of inattentive and/or irresponsible owners and not the animals themselves. Some of the more specific actions underway or planned include:

- Enforcement efforts to increase compliance of Title 6 animal ordinances regarding owner's duties if they have a dog declared dangerous or potentially dangerous.
- Increase opportunities for eligible pet owners to receive low or no cost spay/neuter grants.
- Education to children. Face bites to children account for approximately 20% of dog bites.
- Enforcement of the dog at large ordinance and irresponsible owner ordinance.
- Increase pet licensing and rabies vaccinations.

COMMUNITY HEALTH SERVICES

The most recent Marketplace enrollment and re-enrollment took place November 1 through December 15, 2019. Community Health Services Certified Application Counselors (CAC) provided help to individuals seeking assistance to with obtaining health insurance. Staff work with individuals and families to ensure appropriate services are received. Staff are tasked with giving information and educating clients in a clear and easy to understand manner. Staff enrolled two hundred twenty (220) individuals into the Insurance Marketplace. Clients have a number of plans from which to choose. The client often wants the Assister to make the choice. The choice belongs solely to the clients. The enrollment process could be challenging and takes additional time when the client/family is indecisive. There are other challenges the Assisters encounter during the enrollment/re-enrollment period. Clients are responsible for creating and maintaining their own email account including user ID and password. This account is used by the Assister at the time of service. The client is informed of the importance of keeping the information as any communication with the Insurance Marketplace requires the client to use the account information. Invariably, the client loses or misplaces the information. Many of the clients we serve do not have access to technology in order to perform these functions on their own. The client must then contact the Assister for assistance in creating a new account or contacting the Marketplace for assistance.

Assisters provide enrollment services for a number of individuals where English is not their preferred language. Community Health Services staff are prepared for these situations. An appointment is

scheduled for each individual or family. Staff determines if interpretation services are needed at that time. If the client/family needs an interpreter, one is scheduled.

Staff have found that some clients do not respond to important notices from the Health Insurance Marketplace. Often, these notices relate to requests for missing documentation. Staff found that clients may be ignoring these mailing because they do not understand what is being asked of them or there is a language barrier. Staff encourages these clients to call or come in to receive assistance in order to avoid denial of benefits including premium tax credit which could lead to termination of coverage.

Throughout the year, Certified Application Counselors will continue to assist clients to enroll in the Marketplace through the Special enrollment. This service has been a tremendous help to individuals in our community who have been without health insurance

DENTAL HEALTH

DHNS Monthly Report for December 2019

WIC

Caseload (Participation)

Total	3686 (-263)	State: 32,582 (-963)
Main	2556(-210)	
Cornhusker Clinic	1130 (-53)	
%Enrolled with Benefits	87.24% (-3.83%)	



Participants by Category/Breastfeeding Information

	LLCHD	State of Nebraska
Total Women	785 (21.3%)	7,246 (22.2%)
Total Children	2138 (58.0%)	17,667 (54.2%)
Total Infants	763 (20.7%)	7,669 (23.5%)
Infants Receiving Breastmilk	284 (37.2%)	2,624 (34.2%)
Infants Exclusive Breastmilk	99 (12.9%)	869 (11.3%)

Mentoring:

(Number and school)

Students

Interns	
Volunteers	
LMEP Residents	Dr. Zach Mahler

WIC QI—No Show Rates:

	FFY 20 Main Office	FFY 20 North Office	FFY 20 LLCHD Overall
October	19.8%	17.5%	19.1%
November	19.9%	26.7%	22.1%
December	19.6%	23.3%	20.8%
January			
February			
March			

<i>April</i>			
<i>May</i>			
<i>June</i>			
<i>July</i>			
<i>August</i>			
<i>September</i>			
<i>Average</i>	19.8%	22.2%	20.7%

Our December caseload was 3686, which is 263 fewer participants than November 2019 but only 11 fewer than December 2018. We have surpassed our caseload goal for FY2020 by 34 participants which is great news. Our staff will continue to increase caseload over FY20.



DENTAL HEALTH

Dental Clinic Services:

- Total number of clients served (unduplicated count): 579
- Total number of patient encounters (duplicated client count): 741
- Total number of patient visits (duplicated provider appointments/visits): 1068
- Total number of Racial/Ethnic and White Non-English speaking patients: 491 (85%)
- Total number of children served: 417 (72%)
- Total number of clients enrolled in Medicaid: 495 (85%)
- Total number of all clients with language barriers: 398 (69%)
(Arabic, Burmese, Chinese, Farsi, French, Karen, Kurdish, Other, Russian, Spanish, Ukranian, Vietnamese)

The Dental Clinic provided an additional 41 provider visits when compared to November 2019 and an additional 90 provider visits when compared to December 2018.

Community Based Dental Outreach Activities: 39

Fluoride Screening and Varnish Program

- Health 360 Early Head Start: 28
- City Impact Early Head Start: 11

Dental Staff were provided an Active Shooter training provided by Lincoln Police Department.

Dental Staff were provided an Infection Control and OSHA Training provided by Patterson Dental.

ENVIRONMENTAL PUBLIC HEALTH

Waste Management: Nuisance/Solid Waste Complaints

Goals: Protect human health and the environment by assuring proper management and disposal of wastes and preventing illness and disease caused by improper waste management.

Methods/Strategies: Receive complaints and send letters to property owners and tenants; Investigate complaints; Issue warning notices; Abate nuisance conditions

Indicator: Resolve 90% of nuisance complaints involving garbage within 30 days.

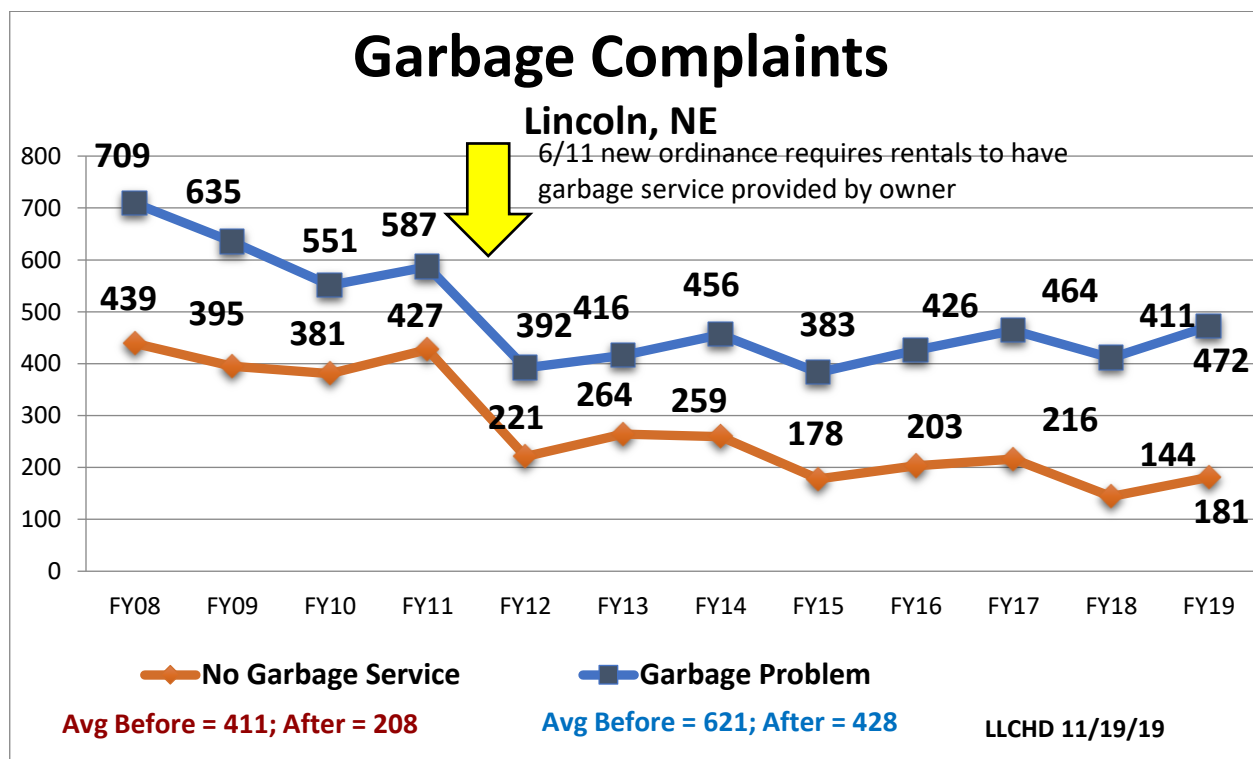
Indicator Description: This indicator measures how quickly the Health Department responds to nuisance complaints.

Indicator Rationale: Garbage presents unique public health risks due to serving as a food source for rodents and insects which can carry disease. Quick action to resolve garbage complaints reduces public health risks in our community.

Comparison: 84% of garbage complaints were resolved within 30 days in FY19. This compares to 84% in FY18, 87% in FY17, 83% in FY16, 81% in FY15, and 85% in FY 14.

Funding/Source: Waste Hauler Occupation Tax (100%)

In June of 2011, the City of Lincoln changed LMC 8.32 to require owners of rental property (duplex and single family) to provide for garbage service. For the years FY08-FY11 there was an average of 621 garbage complaints. For the years FY12-FY19, there was an average of 428 garbage complaints.



Comparison of Higher Priority Nuisance Complaints from FY15-FY19 (1)

	Garbage	Rodents or Insects	Sewage Discharge	Standing Water	Unfenced Pools	Water Safety	Mosquitoes	Total
FY15	383	103	16	66	15	5	37	625
FY16	426	114	24	111	27	4	58	764
FY17	464	85	22	75	28	6	35	715
FY18	411	95	14	54	31	0	18	623
FY19	472	70	16	89	32	1	35	683

Description: The public reports nuisance complaints to the Health Department. In most cases, a letter is mailed to both property owner & tenant informing them of the complaint, directing them to abate the conditions, and asking them to complete & return a post card. If no response is received indicating action has been taken, staff inspects the property, and issue official warning notices if appropriate. In most cases, resolution is obtained, but abatement of the conditions is necessary about 40 times each year. Costs are charged as a lien (special assessment) against the property. Higher priority complaints include garbage, stagnant water, mosquitoes, sewage discharge, standing water, water safety, and unfenced backyard pools, since they present the highest public health risk.

Partnerships & Efficiency:

Mailing notices instead of field investigation of every complaint reduces costs and the number of complaints with no findings, but delays response to problem nuisance conditions. Health is part of the City Problem Resolution Team and attends the Mayor's Neighborhood Roundtable. Health works closely with Building and Safety and Weed Control to address all complaints on properties. Health staff will note violations of the B&S Housing Code, include such violations on official notices and enforcement letters, and make referrals via Accela Automation, email, or phone to other agencies as appropriate.

Water Quality: Property Transfer Reviews

Goals: Protect human health by preventing waterborne illness and preventing ground and surface water pollution.

Methods/Strategies: Train and permit Property Transfer Inspectors; Review Property Transfer Inspector's inspection reports; Issue approval or denial; Provide consultation to resolve problems; Assure failed systems are replaced or repaired and meet current regulations. **Indicator:** 100% of property transfers are inspected to assure that wells and private wastewater treatment systems meet public health water and sewage criteria.

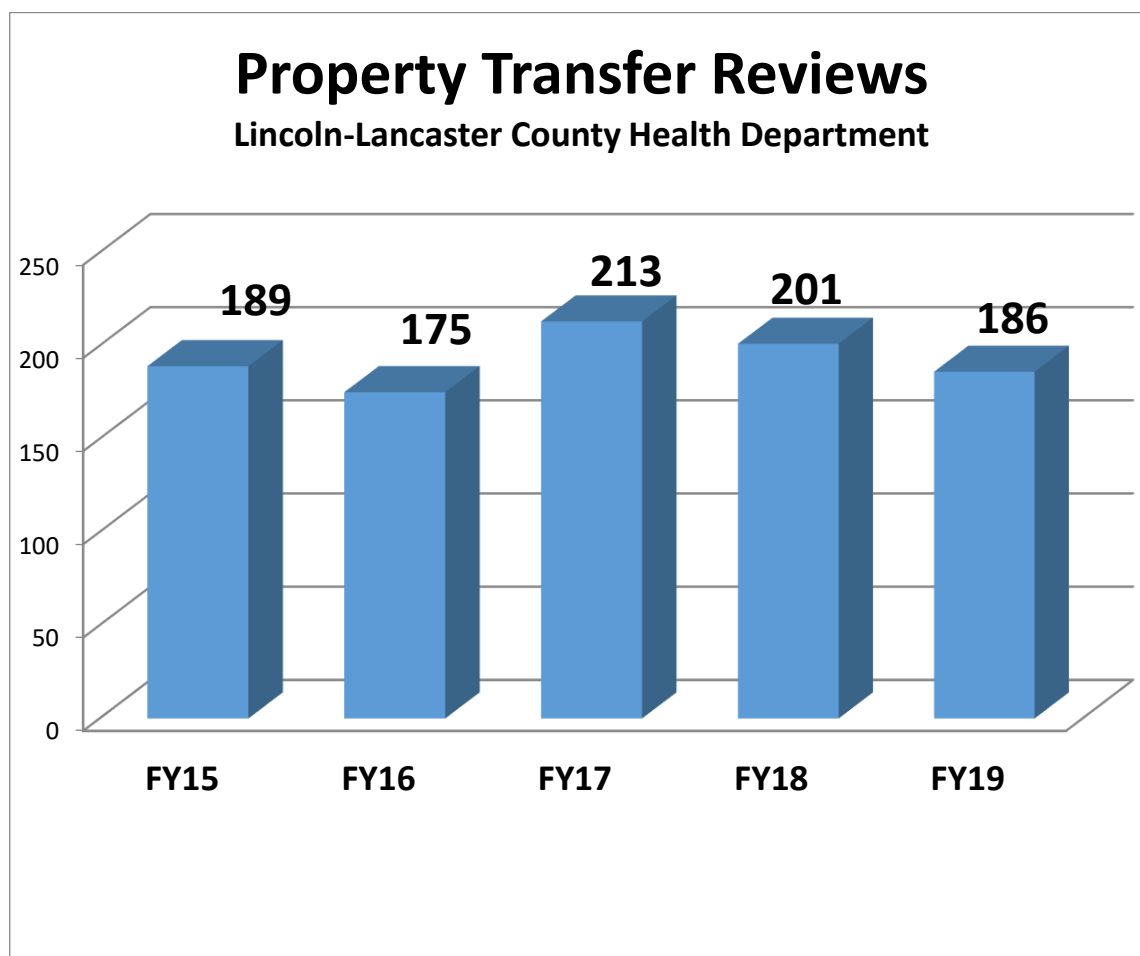
Indicator Description: Property Transfer regulations require that prior to sale, each property that has a private well or sewage system must be inspected to determine compliance with state and local regulations created to protect public health.

Indicator Rationale: Failed sewage systems and contaminated wells pose risks to human health and our environment. When conditions present a health risk or significant risk of contamination of the environment, the Health Department follows up to assure that corrections have been made.

Funding/Source (1): 100% of direct field costs were funded by user fees.

Comparison: Staff estimate that 99% of property transfers were inspected. In FY19, 186 Property Transfers were reviewed, which is a slight decrease from the previous 2 years.

Description: The Property Transfer regulations (LMC 24.42 and County Resolution R-13-0064) require that prior to sale, each property that has a private well or onsite wastewater treatment system must be inspected. Inspections are conducted by private businesses that are trained and permitted by the Health Department. The Property Transfer Inspectors send the inspection report to the Health Department for review. A review fee of \$230 was charged for FY19. A “Denial” is issued if either the well or sewage system has significant deficiencies. This does not stop the sale of the property but informs the seller and buyer of what issues may be present. When conditions present a health risk or significant risk of contamination of the environment, the Health Department follows up to assure that corrections have been made. In FY19, 6 failed sewage systems and 10 wells that were contaminated or had significant deficiencies were required to be repaired or replaced to protect human health and our environment. Numerous other violations have also been corrected and human health has been protected from bacterial and Nitrate contaminated water. About 55% of the properties are in the County/Village jurisdictions and 45% in the City 3-mile jurisdiction.



HEALTH PROMOTION & OUTREACH

Active Living/Nutrition

Staff is working with the LLCHD WIC Coordinator and the producer from LNKHealth to organize activities for this next rotation of Dietetic Interns from UNL. The first rotation of interns began January 2 and there will be 6 more rotations between now and the middle of August.

The Lincoln Lancaster County Health Department is a three-week long rotation with experiences completed at a comprehensive health department accredited by the Public Health Accreditation Board. Interns complete a variety of wellness learning experiences working with city of Lincoln and Lancaster County employees. In

addition, the interns have the opportunity to network and collaborate with a number of community partners working together to improve the health of Lincoln and Lancaster County citizens.

Tobacco/Vaping

Staff attended and presented at the Tobacco Free Nebraska State coalition meeting in January. Staff collaborated with Youth Task Force Member, Lincoln Lutheran School Principal Mat Heibel to present the achievements of the youth task force and the process of focusing the group and gaining stakeholders to have more successful red ribbon week and health education week activities in the future.

Media

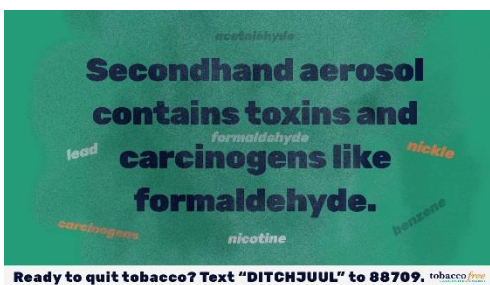
Staff participated in a podcast with Bryan Health discussing e-cigarette use. The podcast interview discussed trends, quitting resources, as well as talking to youth. It will be published on February 17 and can be found here: <https://www.bryanhealth.com/bryan-health-podcasts/>

A citywide media campaign educating the public about updates to the Lincoln Smoking Regulation Act ran on radio and digital platforms on social media. LNK TV Health is helping to create a 15-second video about the ordinance change as well. This will air on social media, the TFLC website, and be leveraged out by TFLC partners. Education in the advertisements focus on why and where e-cigarette use is prohibited.

Radio Spot



Tobacco_BroadcastH
ouse_CleanSafeAir_Jar



Screenshot -- LLCHD Tobacco Education Webpage <https://lincoln.ne.gov/city/health/hpo/tobacco.htm>

PUBLIC HEALTH INFORMATICS & PLANNING

- Communicable Disease staff have been providing information to individuals and providers regarding the novel coronavirus. This will be the primary activity/focus for the program over the next month.
- The City is conducting a HIPAA Risk Assessment. They are using a contract with a consultant to do the review. The Department HIPAA Officer (Bernice Afuh), Security Officer (Brent Pavel) and the PHIP Division Manager are participating in the process for the Health Department.